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2010

## Danish Refugee Council 2010 Annual Report

Danish Refugee Council  
*DRC*

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# Annual Report



## ■ DANISH REFUGEE COUNCIL MEMBER ORGANISATIONS

ADRA Denmark  
Amnesty International  
CARE Denmark  
Churches´ Integration Service  
Council of Danish Artists  
DanChurchAid  
Danish Employers´ Confederation  
Danish Musician Union  
Danish People´s Aid  
Danish Save the Children  
Danish United Nations Association  
Danish Writers Association  
Danish Youth Council  
Engineers without Frontiers  
FOA – Trade and Labour  
Ibis  
LGBT, Denmark  
MS ActionAid Denmark  
Salaried Employee´s and Civil Servants Confederation  
Sct. Georgs Gilderne in Denmark  
The Danish Association of Youth Clubs  
The Danish Confederation of Trade Unions  
The Danish Order of Saint John  
The Danish Union of Teachers  
The Inter-Cultural Christian Centre  
The Jewish Community  
The Union of Commercial and Clerical Employees in Denmark  
UNICEF, Denmark  
United Federation of Danish Workers  
Women´s Council in Denmark

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## ■ THE YEAR AT A GLANCE – 2010

### **BOSNIA**

An 18-year commitment by DRC in Bosnia has come to an end. In Denmark, DRC provides counselling services to refugees and immigrants who wish to return to their home country. In 2010, 370 persons returned. People from Bosnia and Herzegovina accounted for the majority of the repatriates in 2010.

### **THE HORN OF AFRICA**

In southern and central Somalia, the conflicts flare again. In spite of the very difficult and dangerous situation, DRC continues its humanitarian aid in the area. In the Dadaab camp in Kenya, providing shelter for more than 300,000 Somali refugees, DRC has secured water supply for 20,000 persons, built schools and provided vocational training, etc., to women and young people.

### **EMERGENCY AID AND SHELTERS FOR KYRGYZSTAN**

More than 300,000 people have been internally displaced in Kyrgyzstan as result of ethnic unrest. DRC provides rapid response from the DRC Emergency Fund and immediately after establishes transitional shelters for 400 families.

### **COLLECTION OF RETURNABLE BOTTLES AND CONTAINERS IN ROSKILDE**

DRC's Youth Network, DFUNK, organises collection of returnable bottles and containers at Roskilde Festival and provides funds for the reconstruction work in Myanmar for people affected by the cyclone and flooding.

### **LÆRDANSK ODENSE WINS NEW FOUR-YEAR CONTRACT**

DRC's language centre in Odense again wins a four-year contract following a tender in 2010.

### **DEMINEING IN AFGHANISTAN**

DRC's mine action department, Danish Demining Group, is elected central UN collaborator in Afghanistan and increases its capacity from 600 to 1,000 men.

### **USAID ACKNOWLEDGES DRC AS COLLABORATOR**

### **RETURNS TO GREECE**

DRC provides counselling to asylum seekers who are at risk of being returned to Greece and brings their cases before the European Court of Human Rights. In January 2011, the European Court of Human Rights rules that the rights of an asylum seeker are violated when he or she is forced to return to Greece.

## FINANCIAL HIGHLIGHTS

The total activities of the Danish Refugee Council have developed as follows in the years 2006-2010

DKKm	2006	2007	2008	2009	2010
<b>Collected funds</b>					
Income	31	36	47	46	46
Collected funds used	25	33	44	42	40
<b>Total collected funds</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>7</b>
<b>Own funds</b>					
Income, language centres	105	118	158	234	283
Income, integration etc.	29	30	43	52	65
Expenses, language centres	104	112	144	210	247
Expences, integration etc.	29	30	41	53	63
<b>Total own funds</b>	<b>1</b>	<b>6</b>	<b>16</b>	<b>22</b>	<b>38</b>
<b>Donated funds</b>					
Grants/used for international project work	410	410	486	554	720
Grants/used for other projects, funds etc.	13	14	15	12	12
<b>Government Budget appropriations, etc.</b>					
Income/used, all activities	28	27	28	31	29
Danish Refugee Council, total income	615	636	778	928	1,155
Danish Refugee Council, total expences	609	628	759	901	1,110
<b>Danish Refugee Council, results</b>	<b>6</b>	<b>8</b>	<b>19</b>	<b>27</b>	<b>45</b>
<b>Balance sheet items</b>					
Total assets	185	222	288	378	465
Equity	43	51	70	98	141
<b>Average number of employees</b>					
Headquarters in Borgergade, Copenhagen	124	133	142	173	172
Language centres	174	180	210	348	360
Regional employees, integration & volunteers	52	64	70	58	65
Expatriates in international projects	112	117	133	141	149
Local staff in international projects *	4,000	4,000	4,000	3,000	3,500
Volunteers in Denmark **	3,500	4,000	4,200	4,600	4,900

\* The number of local staff comprises both permanent and temporary staff. The calculation method for local staff abroad was changed in 2009, from an estimate to an actual count.

\*\* In 2010, volunteers' work in Denmark is equivalent to approximately 1,200 man-years.

## ■ WE ASSIST AN INCREASING NUMBER OF PEOPLE

In 2008, the Danish Refugee Council (DRC) launched a development project with the following main objectives

1. to provide more assistance to internally displaced people
2. to strengthen advocacy efforts
3. to ensure, develop and document the quality of our work
4. to achieve these objectives: to procure DKK 1 billion for our work in 2012

We have helped more people in Denmark as well as in more than 30 countries around the world.

We have strengthened our advocacy efforts, and we are currently working with quality assurance, development and documentation. We are happy that our very concrete 2012 objectives for procuring funds for our work were already achieved in 2010. The annual report shows that DRC's activities amounted to DKK 1.15 billion.

### Our main objective

Our main objective is to help displaced people. Specifically, we help refugees and displaced people with emergency aid, rehabilitation, creation of a new basis for living, etc., and we engage in advocating their cause in Denmark and in the other countries where we operate as well as in other relevant contexts.

### Particularly vulnerable groups

By definition, refugees are particularly vulnerable: forced to leave their homes and social networks and maybe also their closest relatives and struggling to secure shelter, food and protection in the future.

Some refugees are particularly vulnerable and need our special attention. It may be children and women or young people who have come to a foreign country alone without relatives or a network. It may be special ethnic groups who are victims of persecution solely because of their ethnicity. Or it may be traumatised refugees who have particularly serious difficulties coping with their new situation. DRC is aware of the many special needs, and this year has focused on work aimed at particularly vulnerable groups.

## THE INCREASE IN ACTIVITIES MAKES INCREASED DEMANDS ON THE ORGANISATION

### Resource management

We are proud that our work for refugees and displaced peo-

ple has more than doubled since 2005; however, we are also aware of the organisational challenges in a number of areas.

DRC works in areas most of which are still affected by instability, crime and periodic setbacks. Consequently, we constantly assess the risk involved for our employees as well as the financial risks involved with working in fragile states.

The work in Somalia for instance involves all kinds of imaginable difficulties. Nevertheless, we have succeeded in retaining the humanitarian aid to the numerous internally displaced people. Sometimes, we detect misuse, fraud and extortion in our programmes, and we have to intervene, but so far, continuous controls – external as well as internal – have kept irregularities at a minimum.

Donors have repeatedly claimed that in the case of Somalia you must be prepared to take certain risks in order to be able to help the many displaced people.

### Quality assurance

We continuously seek to extend our help to even more people; however, this should not be at the expense of quality. DRC therefore continues to focus on quality assurance and quality development. Our international work has again received a quality mark certificate via the re-certification in HAP (Humanitarian Accountability Partnership).

Also in Denmark, quality assurance is a special strategic focus area aimed at a similar certification of DRC's national activities as soon as possible. Our cooperation with local authorities particularly focuses on coordinating our development work with similar activities offered by local authorities.

### Enhanced advocacy

DRC is in the process of preparing action plans for enhanced advocacy in specific areas. Advocacy comes in many forms.

For a volunteer group, advocacy may simply mean to familiarise a refugee family with its rights in relation to social benefits for children and housing or to help examine possibilities regarding trauma treatment.

In relation to the changed conditions of refugees and asylum seekers, advocacy may be in the form of communicating our views in responses to bills or participation in radio and TV debates, for instance regarding the return of asylum seekers to countries that we do not consider safe.

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## CORE VALUES AND VISION

The main objective of DRC is to provide assistance to displaced people. Our vision is of a world in which every refugee receives the help he or she needs to find protection and durable solutions and in which the people who want to be integrated in the Danish society receive the help they need. Our core purpose is therefore to provide assistance to refugees and displaced people and to advocate their cause in Denmark as well as in more than 30 conflict-affected countries.

DRC and our employees are required at all times to act in accordance with the following five fundamental principles representing the value compass of DRC:

1. Humanity – people's right to a life in dignity takes precedence over politics and principles
  2. Respect – for the equal rights of human beings
  3. Independency and neutrality – towards the environment where we operate
  4. Participation – of the people we help
  5. Honesty and transparency – for all beneficiaries, donors, partners and other stakeholders.
- 

In the international area, we help displaced people with identification papers and papers documenting their right of ownership, etc. In this way, DRC advocates the cause of displaced people applying a rights-based approach.

Advocacy can be complicated and may affect our programme activities. We live in a globalised world, and therefore, what we say in Denmark will be heard far and wide. A couple of years ago, DRC was critical of the forced return of Tamil asylum seekers at a time when the war was at its highest, which was why we were concerned about the fate of the Tamil asylum seekers who were forced to return. Our criticism was communicated to a national Danish newspaper which the authorities in Sri Lanka read, and they did not like our critical comments. Our local country director was summoned for meetings, and the matter was explained. This demonstrates that our communication and advocacy are subject to new requirements in a world where news, statements and information circulate freely and fast.

### Humanitarian report

Today, we can say that we help more than one million displaced people all over the world; however, it is more complicated to give a brief and clear account of our accomplishments for the individual displaced person and his or her community. What is the effect of our work – measured on a number of indicators that specifically show how we made a difference – e.g. how many children have been given the opportunity to

go to school, or how many families have been able to return home and resume the cultivation of cleared land.

We are working on preparing a humanitarian report that better shows the effect of our humanitarian aid. In the future, DRC's humanitarian report will be presented separately from the annual report.

### Improved efficiency

In a period of strong growth, we must be particularly careful about improving efficiency in the organisation. It is important for two reasons: Firstly, we must always be conscious of how we spend our resources that are first and foremost for the benefit of displaced people. Secondly, it is our obligation to private donors as well as to donors providing tax-funded donations.

We therefore continuously aim at improving efficiency, and we expect that we will be able to maintain a high degree of cost awareness in the entire organisation.

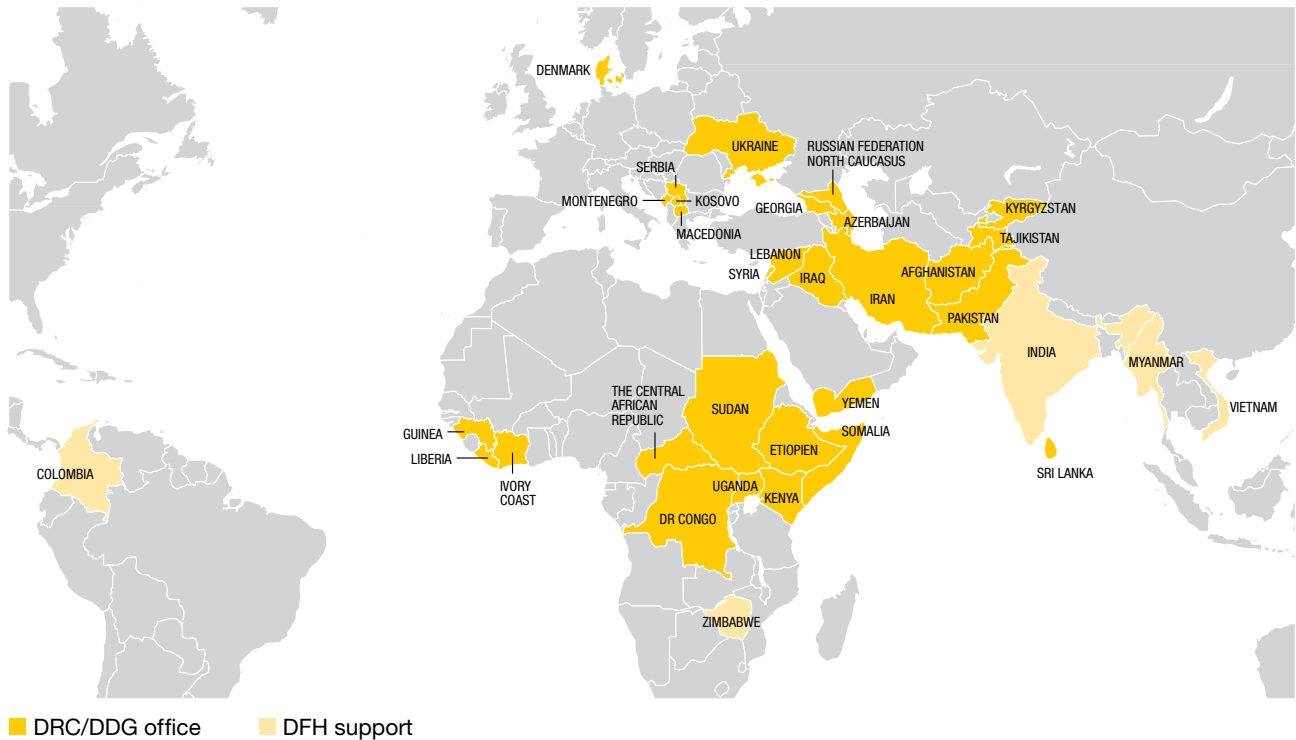
In the following, the reader will get an understanding of DRC's multi-faceted activities during 2010. We are proud of the work carried out by our many employees.

**Andreas Kamm**  
Secretary General



INTERNATIONAL PROJECT AID

DRC OPERATES HERE



**KYRGYZSTAN**

**Protection at the heart of an aid programme for the Uzbek communities. Focus is on cement and bricks.**

JUNE 2010: Overnight the situation changed in the southern part of Kyrgyzstan. Violence concentrated on ethnic divisions erupted and continued for three days, resulting in 309 deaths (according to official figures), 2,319 injuries and the destruction of approximately 2,300 homes. The violence led to massive flight, with 75,000 persons seeking refuge in neighbouring Uzbekistan and 300,000 becoming internally displaced. Media and anecdotal reports in the immediate aftermath of the inter-ethnic violence attributed the cause of flight of those displaced to armed attacks, sexual violence, kidnapping, arson and looting. Affected communities were reported as being primarily Kyrgyz citizens of Uzbek ethnicity.

FEBRUARY 2011: Many Uzbeks have returned to their home of origin – though many also still migrate primarily towards Russia and other CIS countries. The remnants of burnt out houses and shops are still very visible. Protection concerns are still grave in a society where the political elite is Kyrgyz

and where many among the Uzbek minority have difficulties in accessing their livelihoods, reopening shops, fear sending their children to schools and still refrain from seeking medical assistance in the normal hospitals.

*The concerns are many but overriding them all is the fear that the days of June 2010 may be repeated. The deep divide between the Uzbeks and the Kyrgyz has been sharpened.*

**Transitional shelters**

Food and basic items were at an early stage provided by UN organisations in Kyrgyzstan. However, a massive problem fast identified was the housing situation. Most Uzbek houses were completely burnt down to the ground. The UNHCR shelter coordination cluster had many discussions on which solutions should be provided after the initial tent camps. DRC among others was a strong advocate for the construction of transitional shelters, i.e. small houses of 28 m2, built with ‘bricks and cement’. As Massimiliano, seconded by DRC’s emergency aid operation, simply explains ‘a well-founded shelter

is simply more difficult to destroy – it has a strong signal value that the minorities cannot just be ousted easily’.

DRC in cooperation with UNHCR and two other NGOs managed to build ‘transitional shelters’ for all affected people in Southern Kyrgyzstan. One of the biggest challenges was the procurement of construction materials for the entire rehabilitation, a task which UNHCR decided to entrust with only a single actor, namely DRC.

Truck loads of sand, aggregate, timber, window panes. ‘The enormous logistic apparatus set up for this operation has enabled us to provide a firmer ground for protecting the exposed communities’, says Jens Pake, shelter manager for DRC. ‘The shelter assistance combined with legal aid on housing documents, land ownership, etc., has allowed people to return and to restart their lives in the region’, he adds.

Today, Asian Development Bank is pursuing a contract with DRC to provide long-term living solutions for the Uzbeks. The small ‘transitional houses’ will be upgraded to normal living standards for the region, and DRC will continue to monitor the protection situation and increasingly assist people with re-establishing their livelihoods.

#### **Rapid response from the DRC Emergency Fund**

When a situation like the one in Kyrgyzstan occurs, a rapid response is the key. In 2010 in Kyrgyzstan, DRC’s programme grew with tremendous speed with an initial investment from the DRC Emergency Fund of only DKK 1 million to a portfolio of DKK 49 million (financed by UNHCR and SIDA). Three offices, 12 expatriates and more than 100 national staff, meaning ultimately that the outreach to the conflict-affected people was substantial.

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## THE DRC EMERGENCY FUND

During conflict and humanitarian emergencies, the first to suffer are civilians, mainly women and children. When forced to flee violence, they often lose their essential assets, livelihoods and protective networks. In situations like these, DRC strives to save lives and alleviate the immediate human suffering by providing much needed humanitarian assistance and basic protection. When a new crisis breaks, time is of the essence, access to quick and flexible funding is a prerequisite for responding fast to a humanitarian crisis.

So as to enhance our emergency preparedness and response capacity, DRC in 2010 established the DRC Emergency Fund. The Emergency Fund has funding readily available, which permits DRC to move fast once it is resolved that we can add value to the humanitarian response in a crisis. In 2010, DRC transferred DKK 4.5 million to the Emergency Fund out of which DKK 4 million was allocated in support of DRC’s emergency response in five countries:

- > Yemen: people displaced by the conflict in the North
- > Kyrgyzstan: people displaced by ethnic violence
- > Pakistan: people affected by the flood emergency
- > Myanmar/Burma: people affected by the cyclone and flooding
- > Liberia: refugees from the conflict in Cote D’Ivoire

The DRC Emergency Fund has addressed one of the major constraints in DRC’s past ability to respond fast in a humanitarian crisis. The Fund enables DRC to decide on the basis of the merits of a case – if and how DRC with its mandate can make a difference in the situation – rather than just on the basis of immediate funding opportunities. Thus far, the Fund has received its funding from DRC’s own resources. While this is expected to continue, it is hoped that the Fund will attract additional resources from external sources such as corporations and trust funds, institutional donors and from the wider public.

#### **Funds for emergency responses from Danida and Sida**

In addition to the Emergency Fund, DRC can also access funds for emergency responses under established multi-year agreements with Danida and Sida. These Unallocated Emergency Reserve Projects further strengthen DRC’s ability to react fast and make a difference to people when a humanitarian crisis strikes. The annual limits are DKK 5 million for Danida and SEK 2 million for Sida, respectively. In addition, funds for emergency responses may be accessed from Danida’s special Emergency Fund of DKK 10 million.

'The major drivers for this growth have been the ability to invest with own funds as this simply gives you a possibility to be on the ground from day one', says emergency coordinator Christian Gad, 'but also the fact that other DRC programmes were able to contribute with communication and IT equipment, and first and foremost highly qualified, tremendously dedicated and experienced staff has fast forwarded this operation'. Finally, DRC had a large network of local NGOs with whom longstanding partnership gave a good access and information base in the first days of the conflict.

#### **Accountability and transparency in emergencies**

Speedy growth is a huge challenge for a programme. It is not only about fast finding offices, warehouses, vehicles, IT and communication equipment, supplier pipelines – but also about staff recruitment, finding capable people with a set of values that are compatible with DRC and training them in DRC's methodologies, acquainting them with visions, mandate and strategies.

Finally and most importantly, ensuring the involvement and information to the beneficiaries so the affected people are part of the solutions is an absolute necessity to provide sustainability and humanitarian accountability also in an emergency situation. 'Such a road is not without bumps and mistakes, and one of the largest challenges still remains', Massimiliano explains, 'namely that the assistance is not perceived as biased and only benefiting the Uzbeks'. 'This is difficult in the context of the Southern Kyrgyzstan where the violations targeted mostly one ethnic minority. Good help has come in form of a joint NGO initiative where Humanitarian Accountability Project International seconded support to the humanitarian actors in order to mainstream information, transparency and ensure that complaint mechanisms were available throughout the early phase until today'.

From August to December, in Kyrgyzstan, DRC managed to:

- > build 402 small houses for 402 families/2,620 people
- > supply 7,066 families with NFI kits
- > support 11,600 persons with legal aid
- > procure construction materials for 1,335 houses for the entire rehabilitation effort:
  - > 590 truck loads of cement
  - > 280 truck loads of timber
  - > 2,744 windows
  - > 2,744 doors
  - > 38.5 tonnes of nails.



Photo Christian Jepsen

#### **AFGHANISTAN**

##### **Demining rebuilds a normal everyday life**

#### **Children and women are particularly exposed to mine accidents**

The mine danger in Afghanistan is an invisible threat to the local people who must try to rebuild a normal everyday life. Therefore, there is a tendency to forget the mine danger. Although they have heard of a mine accident in a certain area, people nevertheless move around the area if they feel that they have to procure food, water, work (income from areas facing mine problems, e.g. quarries), etc.

Children are particularly vulnerable. In many school buildings and other buildings, there are minor inventories of mines which were previously used or are still used by different armed groups that have emerged during the last 30 years of civil war.

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#### **DANISH DEMINING GROUP**

The increase in programme volume has made DDG the fourth largest humanitarian mine action agency in the world. At the same time, DDG has one of the lowest accident rates, which indicates that DDG is able to deliver programming of a very high quality. This has resulted in a strengthened funding base, which now includes government funding from Denmark, Sweden, the Netherlands, Germany, Japan, Canada and USA as well as substantial private funding. In addition to the existing country programmes in Iraq, Afghanistan, Sri Lanka, Uganda, South Sudan and Somalia, DDG also intends to establish representations in Liberia, Vietnam, Yemen and Colombia.

Humanitarian demining comprises detecting and destroying landmines and unexploded ammunition, but also training in how to avoid mine accidents – mine awareness training.

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## ARMED VIOLENCE REDUCTION

Since 2008, DDG has developed a strong capacity within armed violence reduction (AVR), both in terms of supporting national small arms management, and in terms of supporting communities with safety enhancement and bottom-up stabilisation.

DDG implements community safety activities, which apply a people-centred approach. This strategy has been developed and is most used in the Horn of Africa. It is applied jointly by DDG and DRC's ordinary programmes with the aim of synchronising DDG's community safety approach with DRC's community-driven recovery and development approach.

Linking safety/security and development activities is crucial and recognised in the Millennium Development Goals and in the Geneva Declaration on Armed Violence and Development.

Here, the children play, and they do not know that mines are dangerous. This results in many mine accidents.

Women are also exposed to mines. They collect firewood, go for water, attend to the animals, all of which is necessary for a normal everyday life. As a consequence, women are very vulnerable and exposed to mines in their everyday life.

Particularly in rural areas, a mine accident is a great tragedy for the individual person. 'I have heard many people say that the names of mine victims are forgotten', says Vivian Veroma, head of finance and administration in Afghanistan under the Danish Demining Group (DDG). 'They are referred to as him or her without legs or hands – or as he or she who was killed by a mine. They are expelled. Mine victims are not part of the community. The girls have no prospects of getting married, and in Afghanistan, that means that they have no future'.

### Cleared land – new schools

It is very important that land is cleared, that the infrastructure is rebuilt and that new schools are established so that the children will have to go max. 15 km to the nearest school. If the distance to the nearest school exceeds 15 km, the children do not turn up; thus, cleared land means that the children get an education.

First and foremost, demining activities mean of course fewer accidents. Accidents that would completely change the future prospects of for instance a child. To get back a cleared piece of land makes a great difference to ordinary people. It also means that many internally displaced people return to their home of origin and give the communities a chance to grow.

### DDG's activities in Afghanistan

In Afghanistan, the humanitarian demining activities are coor-

inated by the UN's Mine Action Coordination Center Afghanistan (MACCA). In 2010, DDG was asked by MACCA to undertake responsibility for more operations and in the autumn therefore increased its capacity from 600 to 1,000 men.

This means that DDG has been able to strengthen its activities in areas as Peshjir and Sari-e-Pul in close cooperation with the local communities. DDG only hires people from the areas where DDG operates, which increases the understanding of our activities and their effect on women, men and children and on local communities as a whole.

DDG Afghanistan now operates 84 clearing sections, 5 mechanical demining units, 7 teams offering mine risk education and measuring the impact of the programmes and 6 teams examining new areas. The teams are placed in the northern and central regions of Afghanistan, headquartered in Kabul and with local offices in the respective regions.

Main donors 2010		DKKm
1	UN	211
2	Danida	148
3	EU	114
4	SIDA	70
5	US	28
6	Norwegian MFA	14
7	World Bank	12
8	International Organisation of Migration	10
9	Ministry state special programme - Kenya	8
10	Swiss Agency for development & cooperation	7

In the period 1999-2010, DDG detected and destroyed more than 1,300,000 pieces of unexploded ammunition and about 33,800 landmines and educated approximately 372,500 people in how to avoid accidents with dangerous mines and explosives.

DDG has cleared about 5,133,000 m<sup>2</sup> of mined land, 21,445,000 m<sup>2</sup> of combat areas and visited 3,500 villages in order to clear unexploded ammunition.

## DADAAB

### Dadaab refugee camps in Kenya – trying to cope with the massive influx of refugees from Somalia

Somalia has been in a state of war and violent political turmoil for more than twenty years. Refugees from Somalia have fled to exiles in more secure countries almost all over the world. An increasing number of people leave Somalia in order to find protection outside their home country, and a very large group has fled to neighbouring regions.

The breakdown of security and livelihoods in Somalia is putting a tremendous pressure on the neighbouring countries where fleeing Somalis seek protection. A few years ago, they numbered around 700,000, but now they are more than two million. Their sheer numbers overwhelm the state duty bearers even where there is willingness and local capacity to protect. DRC's activities in the region focus on the Somali crisis, the Somali displacement and the Somali refugees in Kenya, Ethiopia and Yemen. Everywhere, the three principal objectives are to secure:

- > The right to life
- > The right to livelihood
- > The right to protection.

#### Dadaab – refugee camps in Kenya

Dadaab – the world's largest refugee camp – is a 50 km<sup>2</sup> complex of camps in the north eastern Kenya some 100 km from the border to Somalia. Actually, Dadaab consists of three camps, Hagadera, Ifo and Dagahaley. The Dadaab camps are twenty years old and were established in connection with the outbreak of the civil war in Somalia in 1991, and the original facilities are now seriously run down and in some cases useless.

Referring to fear of terrorists crossing the border, Kenya has formally closed its border with Somalia. Therefore, some refugees are turned back but many get through, sometimes by way of bribes or camouflaging as local Somalis.

Often, the flight has taken many months, and the refugees have been victims of serious violations and stripped of everything. Once they get to Dadaab, most stay with clan members and thereafter present themselves to UNHCR where they are registered after some vetting and debriefing on their escape from Somalia. By the time they are registered, some will have stayed in the camp for several weeks.

During 2010, the Dadaab refugee camps received almost 53,000 new refugees from Somalia, and their influx is continuing at a rate of some 5,000 per month. The camps were designed for 90,000 refugees but at 303,000 refugees officially registered by the end of 2010, Dadaab holds more than three times its capacity.

In order to verify the precise number of refugees, UNHCR has re-registered refugees in all camps as there have been cases of individuals or families trying to register more than once, and others have returned to Somalia after having received ration cards. Also Kenyans have registered as refugees in order to receive food aid. The registration process involves taking of photographs, finger printing and the issuing of ration cards.

#### DRC's assistance in Dadaab and the surrounding national communities

In order to upscale the capacity to accommodate the new arrivals in dignity, UNHCR has asked DRC to build shelter, schools, latrines and water supply. At the same time, DRC continues to assist refugees help themselves by way of micro loans, training and targeted assistance to especially vulnerable individuals.

There is an acute need for schools for children and further education and employment opportunities for young people. Young boys who have nothing to do are more likely to commit criminal actions and to represent a security risk.

In cooperation with other organisations, DRC has among other things supported:

- > Water supply for 20,000 persons through upgrading and extension of water pipes and water taps, elevated water tanks, latrines and sanitation facilities, as well as hygiene trainings
- > Emergency kits for new arrivals such as tarpaulins, mosquito nets, hygiene items and water storage receptacles
- > Pilot shelters using interlocking stabilised soil bricks
- > 36 classrooms and support to especially vulnerable families through school laboratory equipment and school uniforms





Photo Jesper Guhle Mogensen

- > Vocational training of artisans, students and women groups in order that they may become self-reliant through different small businesses
- > Business start-up kits and grants as well as equipping a bakery
- > Construction of UHNCR protection offices and police stations and training of police and administrators in refugee law protection
- > Gender recovery centre for protection and care of SGBV victims
- > Communication centre and training to assist refugees connect to family members.

DRC is also supporting the surrounding – sometimes even poorer – national communities in order to avoid conflicts over scarce resources or unbalanced support to the refugees.

#### **DRC continues its help to Somalia**

In spite of the challenges of operating in the conflict-affected community, DRC continues its humanitarian activities in Somalia. In 2010, the humanitarian activities in Somalia comprised food aid, rehabilitation, including establishment of schools, peace-making initiatives, securing clean water and income generation, corresponding to 17 per cent of DRC's international activities.

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#### **WE WERE LUCKY – WE CAME OUT ALIVE**

DADAAB, AUGUST 2010, testimony

Nimco Hassan Ribah is sitting waiting to be registered together with her mother and her eight children – four girls and four boys. Yesterday, they arrived to Dadaab, and all night they have waited outside the gate together with 500 other men, women and children fleeing the violence in Somalia. However, a few minutes ago, she and her family were allowed through the iron fence. Ahead of them await numerous registrations, medical checks, issuing of ID cards and food ration cards before they are finally awarded a small piece of land that will be their home in the future.

It took Nimco seven months to get from Mogadishu to the camp in the north eastern Kenya, a trip of almost 800 km.

She does not feel like talking about the trip, except for in general terms.

‘Sometimes we got a lift, but most of the time we walked. We have seen terrible things happen and have had many bad experiences.’

But now the trip has ended, and a new life is waiting. A life that will hopefully bring the one thing that Nimco wishes for and for which she has sacrificed everything: security. Nimco does not have much to say about the future. Except that she will never return to Somalia:

‘We were lucky. We came out alive.’

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## ■ INTEGRATION

### LÆRDANSK

#### STARTING OUT – a special project for a group of Roma refugees

Lærdansk also offers Danish language courses under special projects aimed at vulnerable refugees and immigrants.

For instance, a project has been carried out for Roma refugees from the former Yugoslavia who have been granted humanitarian residence permits under section 9B of the Danish Aliens Act (temporary residence). The project was carried out in cooperation with the municipal integration team in Sønderborg and shows the importance of wide-ranging projects and new initiatives.

The group was granted residence because of illness that could not be treated in their home country. Their residence permits have been granted with a view to treating their illness and providing them with temporary residence in Denmark. This meant that the group – in reality – got the impression that an improvement of their health might result in their forced return.

On this background, at the beginning of the project, the group's motivation for getting better and for assuming responsibility for their own and the family's integration was low. The members of the group had little or no attachment to the labour market. There were families with mental illness and handicapped children, and generally, the group was in poor health.

#### New initiative

It was necessary to develop a new programme as the existing courses did not match the group. In cooperation with the integration team in Sønderborg and Lærdansk Sønderborg, a new programme was developed. The project, which was particularly tailored to the group, was called 'Starting out' The project included a sub-project, 'A first step to better health', with courses in food, life style, exercise and body, including physical training and cooking.

Lærdansk was in charge of the Danish language training, and the local health centre in Sønderborg was responsible for the health courses.

The integration team in Sønderborg has prepared a detailed evaluation report of the project and has used the experience gained for new projects with focus on self-care, wholesome food, exercise and how to tackle or avoid lifestyle diseases. One project was carried out in 2010, and three projects will be carried out in 2011.

#### A success

Against all odds, the project was a success. Members of the group felt that:

- > they learned more Danish than ever before
- > they got out of at least one bad habit in terms of health, wanted to change things, got out more and got more exercise
- > they learned more relevant things about society, includ-

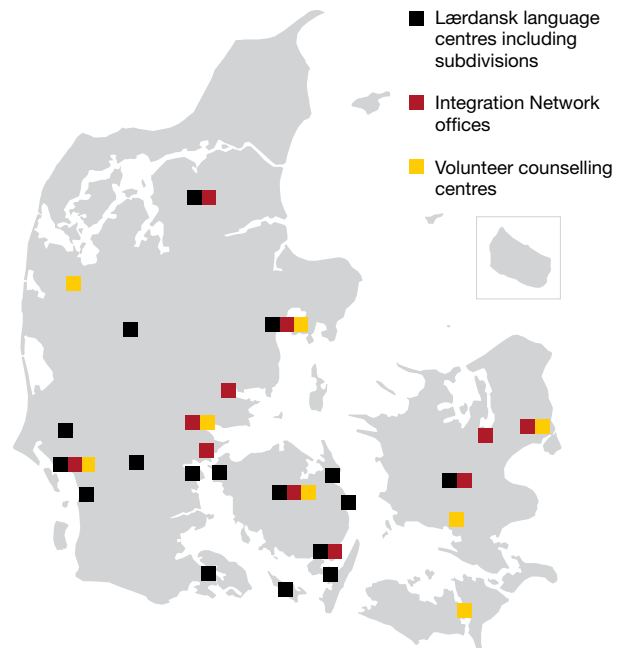
### DANISH LANGUAGE COURSES

In recent years, a general increase in the immigration of especially employees and students has resulted in an increase in the number of students at the language centres. From 2008 to 2010, activities at Danish language centres increased by 30 per cent.

The Lærdansk language centres accounted for a significantly higher growth rate of 52 per cent.

Lærdansk aims to develop Danish language courses tailored to the individual student's needs, and regular user surveys indicate that students at Lærdansk are very satisfied with the courses. More than 87 per cent of the students thinks that the training is good or very good, and the students' overall grade point average at the final tests is more than 10 per cent above the national average.

The Lærdansk language centres are part of DRC's integration work.



ing the importance of the cooperation between school and home, parent responsibility and bringing up children in Denmark. The evaluator adds that 'there has been much talk about the equal rights of men and women. This has led to many good discussions, laughter and funny situations'

- > to some degree they succeeded in breaking down their social isolation.

The collaborators in the project assessed that the following focus areas worked as intended

- > Persistence
- > Straightforwardness and clarity
- > Simple language
- > Knowledge of the group's culture and family structure
- > No fear of contact and involvement
- > A practical approach to learning – in traditional classes as well as in workshop disciplines.

## INTEGRATION NETWORK

### Psychosocial support

Refugees are often traumatised when they arrive in Denmark after years of fleeing and maybe many years in refugee camps. DRC's Integration Network offers psychosocial support according to agreement and in cooperation with the local authorities.

*The psychosocial support offered by Integration Network is tailored to the individual person's or family's needs, and therefore, the support offered varies from case to case.*

Typically, the support offered comprises one or more of the following elements: assessment interviews, family support in the home and music therapy / treatment. Unaccompanied young refugees are also offered a grown-up contact person as parent representative or guardian.

This support is resource-intensive in terms of time. An average of 235 hours per case was used in 2010. This is less than the average of 249 hours per case used in 2009. Integration Network sold a total of 26,781 hours in 2010, an increase of 47 per cent compared to last year. The increase in the number of cases was 56 per cent.

### Target groups – young people dominate

Young people accounted for a majority of the psychosocial support offered by DRC in 2010. This means that the composition of the target groups, young people, grown-ups and families, has changed.

About half of the new support offered to young people relates to unaccompanied children who arrived in Denmark without family or social network.

In order to help the young people establish a new life for themselves, DRC has established homes shared by 3-4 young people and supported by social workers around the clock until they turn 18. The first of four homes that were established in 2010 opened in Holbæk in September, and the other three homes were established in Q4 2010 in the municipalities of Holbæk and Odsherred.

### Support at home

Psychosocial support is usually offered as support at home. Support at home is often combined with therapeutic assessment interviews and/or music therapy.

Experiences of psychosocial family support show the importance of including the entire family in the support. Unfortunately, it is not unusual that a family breaks down if the parents cannot keep up with their children when the children quickly learn the language and get integrated. In worst-case scenarios, the parents become more ill while at the same time their children have no firm limits. The objective of the psychosocial family support may for instance be to improve the communication in the family and thus help the family members talk – also about the past. It is often a great release and allows the family to focus on the future.

In some cases, it may also be necessary to solve practical problems related to the integration of a whole family in a new country, e.g. communication with public authorities, schools, etc., before offering actual psychosocial support. Practical problems may represent a serious barrier that stands in the way of a solution of the psychosocial problems of the family. In one case, DRC engaged a bilingual person to support the family with all practical issues in order that the therapist may focus his or her efforts on the psychosocial assessment and treatment.

### Helping vulnerable refugees

In addition to DRC's own counselling services to refugees with psychosocial problems, DRC's Centre for Vulnerable Refugees contributes to improving and strengthening the work with traumatised refugees and other particularly vulnerable refugees by providing knowledge to professionals. This knowledge is among other things provided at conferences, courses and workshops. In 2010, Centre for Vulnerable Refugees also published a mini handbook for professionals on the statutory basis and funding of integration work and sent it to all the job centres and social centres in Denmark and other actors in the area.



## ■ ASYLUM COUNSELLING

### Ruling stops return of asylum seekers to Greece

On 21 January 2011, judgement was passed in the leading case MMS versus Belgium and Greece. The European Court of Human Rights ruled that the rights of an asylum seeker are violated when he or she is forced to return to Greece. For about 400 asylum seekers in Denmark, this was the culmination of a long time of fear and waiting.

For several years, DRC has appealed cases where an asylum seeker was in danger of being forced to return to Greece. In 2010, this approach was strongly intensified when the Minister decided in May that asylum seekers were to be returned to Greece – although the Greek authorities did not provide a written guarantee that the asylum seeker in question would have his or her asylum case reviewed in Greece.

### DRC tries to stop the forced returns to Greece

Shortly after the Minister's decision, DRC established a procedure for sending cases to the European Court of Human Rights in order to stop the forced returns. This was due to the fact that for many years the Danish right to appeal cases, i.e. to appeal to the Ministry, has proved useless. None of the hundreds of cases appealed were reversed by the Ministry.

At first, DRC had mixed success trying to stop the returns via the European Court of Human Rights, which requested specific and detailed information about the asylum seekers' ethnicity, religion and reason for fleeing their home country. DRC was exposed to great time pressure on the interviews with asylum seekers as DRC did not know who would be returned next.

The asylum seekers were interviewed about their case by DRC's lawyers. Subsequently, the cases were prepared and filed with the European Court of Human Rights which within a few hours or days decided whether the return to Greece should be stopped. Asylum seekers whose return was not stopped by the European Court of Human Rights were returned to Greece by the Danish authorities. Some of the asylum seekers went into hiding to avoid being returned.

Approximately 400 asylum seekers were at risk of being returned to Greece, and therefore, the process of interviewing the asylum seekers and preparing their cases was a massive job for DRC's lawyers.

### The European Court of Human Rights changes practice

In the middle of September, the European Court of Human Rights changed practice and stopped the returns to Greece in all the cases filed based solely on the asylum seeker's

name and alien registration number and the fact that the Danish authorities had decided that the asylum seeker in question should be returned to Greece. The first general stop concerned 91 asylum seekers.

Hereafter, DRC brought cases before the European Court of Human Rights for all the asylum seekers who had contacted DRC either via the asylum centres or via DRC's open counselling services. When the judgement was passed on 21 January 2011, DRC had brought more than 300 cases.

After the judgement, the Danish government decided to stop the returns to Greece and to review the cases in Denmark. As a consequence, all the asylum seekers who were at risk of being returned to Greece and who were still in Denmark were to be given access to the asylum procedure in Denmark where it will be decided whether they will be granted refugee status.

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## THE DUBLIN REGULATION

According to the Dublin Regulation, as a general rule, the first EU member state that an asylum seeker enters should be the one to examine the asylum application. This will often be Greece whose Mediterranean coast and border to Turkey represent the gateway to Europe. The asylum system in Greece has collapsed, and as a consequence the European Court of Human Rights now rules that asylum seekers cannot be returned. Greece registers 20,000 asylum seekers each year, but has only room for around 1,000 at their asylum facilities. 45,000 pending cases await a decision, and only about 400 people a year receive asylum.

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### DRC'S ASYLUM COUNSELLING

DRC provides counselling services to asylum seekers in all phases of the asylum process.

The counselling services of DRC are aimed at protecting the rights of asylum seekers and at ensuring that asylum seekers at all times have a realistic understanding of their situation, including the likelihood of their being allowed to stay in Denmark. Counselling also includes information about participation in activation programmes prior to return and information about reception and reintegration in the home country.

In order to ensure asylum seekers' access to DRC's asylum counselling, counselling services are provided both by email, telephone, personal contact at DRC's head office and visits at asylum centres.

In 2010, DRC provided counselling services to almost 4,000 asylum seekers, which is almost a doubling of the number of counselling services provided in 2009.

DRC's asylum counselling is funded by the Danish Ministry of Refugee, Immigration and Integration Affairs via the counselling funds granted under the performance contract.

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### MSS VERSUS BELGIUM AND GREECE

The judgment of the European Court of Human Rights was passed in a case concerning the forced return of an Afghan asylum seeker from Belgium to Greece. The European Court of Human Rights rules that the living conditions of asylum seekers and the imprisonment of many asylum seekers in Greece are inconsistent with article 3 of the European Human Rights Convention on torture or inhuman or degrading treatment or punishment. Consequently, the forced return to Greece is a violation of the Convention.

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Photo Jesper Guhle Mogensen

## ■ REPATRIATION

### Old dreams, new opportunities

Already at the end of 2009, DRC could take steps to prepare for an increase in the number of requests for support for voluntary return – repatriation. In November 2009, a bill was introduced for a considerable increase of the financial support to refugees and immigrants choosing to return to their home country or former country of residence. The bill was passed on 16 March 2010.

*The amendment to the act received much attention from the media, and the news spread quickly in different ethnic groups.*

But numbers are just numbers. DRC is committed to helping the individual refugee or immigrant create the best possible basis for making the decision that can only be made by the individual refugee or immigrant. Often, it is a very long process that may last from months to years. The majority of the requests treated in 2010 were “old dreams coming alive” because the increased support makes the impossible possible – to return to the home country and create a dignified future there.

However, some cases are based on a particular event.

#### Medo's story

Medo is one of the Bosnians whom we assisted in a repatriation process in 2010. Today, he is 52 years, he came to Denmark alone on 23 February 1994 fleeing the war. Medo was a trained smith – an occupation that he also took up in Denmark until 2008 when his life changed radically. On 19 August 2008, Medo had a severe stroke that resulted in motor impairment, visual disturbance and speech disturbance.

The idea of returning to Bosnia first came up as a realistic option for Medo in a conversation with his contact person at the rehabilitation centre where he lived from the end of 2009

until March 2010. The contact person helped Medo make the decision whether he wanted a life as a disabled in Denmark or a life as a disabled in Bosnia. The primary difference for Medo was his family – his younger brothers and sisters in Bosnia who were willing to look after him and share their everyday life with him for better or worse.

As usual, DRC was responsible for counselling and coordinating the different cooperative partners. In the process, Medo's medical condition and his special needs for medication, aids and appliances as well as a safe environment in the home country should be taken into account. The process was a prime example of excellent teamwork between the different local authorities who helped reassure Medo who found it hard to leave Denmark.

*Today, Medo lives in his home town in northern Bosnia, and recently a Bosnian association in Denmark procured an electric wheelchair for him, which means that he can now himself make trips in the village – precisely as he had hoped to before he returned.*



Photo Jon Norddahl

### DRC'S REPATRIATION ACTIVITIES

- > counselling and guidance of the individual refugee or immigrant
- > information about the opportunities under the repatriation act
- > counselling and empowerment of professionals, including integration employees, caseworkers and therapists in the trauma treatment area
- > planning and implementation of projects
- > cooperation with local authorities on the implementation of projects as local authorities are responsible for the financial casework.



Photo Jon Norddahl

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## NUMBER OF RETURNS IN 2010

A total of 370 repatriates in 2010 – against 138 in 2009.

- > 253 of the repatriates were refugees
- > 117 were immigrants
- > 265 of the repatriates were grown-ups
- > 105 were children under 18 years
- > 136 of the repatriates were granted reintegration support in connection with their return due to age or state of health
- > 51 persons received pension under a social convention between Denmark and the home country
- > 76 persons were in employment or education in the period up to the return to the home country.

The increase in the number of repatriates in 2010 compared to 2009 is primarily attributable to the improved opportunities under the repatriation act as a result of the amendment to the act of 16 March 2010 and to the fact that the target group was extended.

People from Bosnia and Herzegovina accounted for the majority of the repatriates.

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## REPATRIATION PROJECTS IN 2010

In 2010, the following repatriation projects were developed and launched:

- > Return to Bosnia-Herzegovina or stay in Denmark – assessment, preparation and reintegration for vulnerable refugees and immigrants. The project is based on experiences from the pilot project “Integration in Denmark or return to the home country”. The project aims to assist elderly, traumatised and otherwise vulnerable refugees in assessing the opportunity of repatriation and reintegration in the home country
  - > Retirement in the home country – information project for former ‘guest workers’ from Turkey and the former Yugoslavia. The project aims to popularise the options under the repatriation act for the former ‘guest workers’ from Turkey and the former Yugoslavia
  - > Return to Vietnam – information project for elderly Vietnamese refugees and immigrants. This project aims to broaden the knowledge of elderly Vietnamese of the strongly improved possibilities of receiving support in connection with the return to the home country.
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## ■ ACTIVITIES CARRIED OUT BY VOLUNTEERS

### YOUTH HELP YOUTH

#### DFUNK – DRC's Youth Network

DFUNK is a national network of young people working for refugees in Denmark and internationally. DFUNK was established in 2009 by 30 young volunteers who wanted to take a young and forward-looking approach to the political debate on refugee and integration issues in Denmark. DFUNK aims to make volunteer work fun, exciting and instructive through activities, events and commitment aimed particularly at young people.

#### DFUNK activities

Among the activities launched by the Network in 2010, particularly Youth to Youth, DFUNK Routeless and collection of returnable bottles and containers at Roskilde Festival have been important.

#### Youth to Youth

One of DFUNK's key activities is to create networks and social activities for young unaccompanied refugees. DFUNK has arranged joint activities such as communal eating, excursions, sports, computer game tournaments, etc., and has in this way contributed to helping young refugees get in contact with other young people and create a good life in Denmark.

#### DFUNK Routeless

DFUNK Routeless is a photo project for young unaccompanied asylum seekers. The project aims to provide photo skills to young asylum seekers and in that way give them the opportunity to tell their own stories. The project resulted in an exhibi-

tion which is now touring Denmark and which started in Copenhagen in December 2010 and continues in Aalborg, Odense and Aarhus during the first months of 2011.

#### Collection of returnable bottles and containers

Organised by DFUNK, more than 500 young people collected returnable bottles and containers at Roskilde Festival 2010 for a total amount of DKK 750,000 for the benefit of refugees. The Roskilde Festival Association contributed another DKK 750,000 and thus guaranteed a total contribution of DKK 1.5 million for the refugee work in Myanmar.

### MORE VOLUNTEERS BELONG TO ETHNIC MINORITIES

It has been a long-felt desire to enhance the diversity of volunteers. Today, approximately 35 per cent of all Danish citizens engage in volunteer activities, primarily ethnic Danes. This is of great importance to the activities launched as well as to the people involved in the activities.

It is an important goal in DRC's work to increase the number of volunteers in Denmark belonging to ethnic minorities, and in 2010, special focus was on this goal. As a consequence, during the year, employees and volunteers participated in diversity training aimed at attracting and retaining among others volunteers belonging to ethnic minorities in integration activities carried out by volunteers. At the same time, a network of people involved directly in ethnic diversity was created.

#### 10 per cent of the volunteers belongs to ethnic minorities

Fortunately, the number of new volunteers belonging to ethnic minorities have increased. 10 per cent of all new volunteers engaged in DRC's volunteer activities belongs to ethnic minorities.

Enhanced ethnic diversity of volunteers means that a wider range of social groups are involved in volunteer activities and that more people are given the opportunity to learn how the democratically managed organisations form the basis for different kinds of social activities.

"We receive requests from people belonging to ethnic minorities who want to be volunteers. This may be attributable to recruitment campaigns as well as to the fact that today refugees who carry out volunteer activities accumulate points under a scoring system for obtaining permanent residence", says DRC's consultant in the Capital Region of Denmark.

In her opinion, it is not a problem that some requests are solely aimed at accumulating points for obtaining permanent residence:

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### YOUNG UNACCOMPANIED REFUGEES

An increasing number of unaccompanied refugees under age have come to Denmark in recent years. Up to and including November 2010, 366 unaccompanied refugees under age sought asylum in Denmark. In 2009, 542 unaccompanied refugees under age sought asylum in Denmark. The number has grown five times since 2005. The young unaccompanied refugees have no parents or other relatives and of course need their own network. They are often lonely and isolated in their new life in Denmark, and they are dependent on very few people and systems.

The young people need a network of people of their own age as well as grown-ups who can offer care and attention and open doors to local social activities.

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## LET'S NETWORK

DFUNK participates in the project Let's Network which was launched in the spring 2010 and which offers young refugees under 25 years a network of ordinary Danish people who voluntarily and out of a desire to help engage in assisting young refugees creating a new life.

The project has been launched in cooperation with Danish Red Cross, Danish Red Cross Youth, DRC and DRC Youth Network.

Together, the four voluntary organisations offer young refugees across Denmark:

- > a contact family or contact person
- > contact with young people through the youth organisations
- > homework assistance and language training.

During the year, contacts have been created with more than 75 young people all over the country.



Photo Jesper Guhle Mogensen

“The incentives for engaging in volunteer work vary, some need a social network, others want to add references to their CV, and some want to accumulate points for their residence permit. We do not focus on the reasons why people wish to carry out volunteer activities as long as they do a fine job and observe our guidelines for volunteer activities”.

At year end 2010, approximately 4,900 volunteers were registered in DRC.

### Activities carried out by volunteers in 2010

	People involved
Homework assistance to children and young people	4,160
Clubs for girls	429
Association guide for children	680
Contact families	3,283
Activities for traumatised refugees and their families	688

DRC's activities in 2010 also comprised counselling and supporting 25 ethnic minority associations with the establishment and strengthening of their own organisations.

## ■ HUMAN RESOURCES

DRC carries out a broad variety of activities. These activities require comprehensive, all-round professional qualifications as well as specific qualifications in relation to the individual activity areas.

*DRC is continuously striving to strengthen and develop qualifications in national as well as international activities and aims to ensure knowledge sharing and knowledge retention. The values of DRC are an integral element in the development and qualification of DRC's work.*

### INTERNATIONAL ADVOCACY AND NETWORKING

As a result of its qualifications, DRC is on the board of several international organisations, including:

- > International Council of Voluntary Agencies (ICVA), established in 1962. DRC has been on the board since 2000 and in several prior periods
- > European Council on Refugees and Exiles (ECRE), established in 1974 with DRC as co-organiser. DRC has been on the board since 2004, and the Secretary General has been chairman of the board since 2009.

### INTERNATIONAL PROJECT AID

DRC's core competence is to help create effective protection of the rights of refugees and displaced people with a view to promoting durable solutions in the regions of origin of the refugees. The aid comprises emergency aid provided in the form of basic necessities of life and support for temporary shelter as well as longer-term aid in the form of income generation and training, long-term humanitarian aid in the form of rehabilitation and strengthening of the capacity of public authorities and communities to protect the rights of refugees and displaced people.

Photo Jesper Guhle Mogensen



DRC usually operates on location with own employees both in the refugees' home country and in their exile in the neighbouring regions so that, in the short run and in the longer run, it is possible to optimise the creation of durable solutions and to work directly with local capacity development. DRC has developed robust models for combining the protection work and the work aimed at improving the livelihood of refugees in collaboration with the target group, the local community and authorities.

DRC works closely with the UN, particularly the UNHCR with whom DRC has concluded a strategic collaboration agreement.

DRC participates in the international method development of humanitarian aid through participation in three global cluster working groups under the UN's humanitarian reform process: *Protection* (DRC contributes expertise in respect of development of standards and policies, training materials and concepts and identification of internally displaced people and their needs), *Camp management* and *Early recovery*.

DRC's quality requirements for international project work are set out in a Programme Handbook and an Operations Handbook that are updated regularly. Promoting transparency and responsibility – accountability – in respect of beneficiaries as well as donors is an important quality assurance tool. On [www.drc.dk](http://www.drc.dk), an Accountability Improvement Plan may be found summarising DRC's ongoing quality development activities in international project work.

### Development activities in 2010:

- > Development of a general strategic framework for strengthening employee development and administration in DRC's international project work
- > Experience gathering and development of revised guidelines to ensure optimum focus on age, gender and diversity in DRC's international project work
- > Experience gathering and development of tools and 'best practice' in order to strengthen DRC's capacity for handling displacement-related humanitarian problems in urban areas
- > Concept and framework for establishing a global micro-credit fund in DRC
- > Development of emergency capacity by strengthening readiness and performance, including establishment of an emergency fund.

### THE STAND-BY ROSTER

DRC's Stand-By Roster provides special fixed-term assistance in emergency situations as a supplement to the capac-

ity of the UN organisations. The Roster consists of approximately 300 highly qualified and trained specialists who possess extensive experience of humanitarian activities: emergency response and camp management, protection, logistics and transportation, reconstruction and water and sanitation, information management and coordination, civilian-military cooperation, repatriation, reintegration and recovery. The specialists on the Roster are available for rapid secondment at 72 hours' notice.

#### **Development activities in 2010:**

- > Introduction to and registration of members in new recruitment and database system, EPOS
- > Capacity building of members in two new areas – child protection and civilian-military cooperation
- > Development and implementation of courses in coordinating humanitarian aid (cluster coordination).

#### **DEMINING AND ARMED VIOLENCE REDUCTION**

Danish Demining Group (DDG) has special qualifications in demining and other clearing of ammunition to improve safety in respect of hand weapons as well as to improve conflict solution and cooperation between the police and local communities. These activities are aimed at improving safety and creating growth and stability in areas affected by armed conflict. The activities are prioritised on the basis of information provided by the local communities.

DDG participates in the international cooperation on quality development in humanitarian demining, etc., through memberships of

- > International Mine Action Standards (Review Board), established in 2001. DDG became a member of the board in 2008
- > Expert Reference Group for the UN's Coordination Action on Small Arms (CASA). DDG is represented as an expert
- > Advisory Board of Geneva International Centre for Humanitarian Demining (GICHD).

#### **Development activities in 2010:**

- > Further development of DDG's concept for Armed Violence Reduction, which is now operationalised in four countries. Conference in Nairobi for practitioners and identification of new collaborators among practitioners and research institutions
- > Operationalisation of DDG's tool for Impact Monitoring and adjustment to new DDG initiatives such as AVR.

#### **ASYLUM LAW**

DRC has unique expertise in Danish and international asylum law on protection of refugees and knowledge of the human rights position of refugee-producing countries.

Providing independent, serious and professional counselling of asylum seekers in Denmark is key. DRC also participates in the manifestly unfounded procedure. Asylum seekers are interviewed, and asylum applications are assessed as to whether they are manifestly unfounded.

#### **Development activities in 2010:**

- > Further qualification of counselling activities through comprehensive investigations of asylum seekers' need for legal advice and information
- > Ongoing development project with a view to assessing migrants' need for counselling. The project is carried out in cooperation with the Danish Medical Association and Danish Red Cross that are responsible for health activities aimed at the target group.

#### **RESETTLEMENT AND REPATRIATION**

For many years, DRC has been involved in the selection of quota refugees and has therefore accumulated in-depth knowledge of resettlement issues and the role of NGOs. The knowledge and experience of DRC are in demand internationally in connection with lectures, participation in conferences, etc.

Repatriation (voluntary return) represents a special focus area where DRC has developed expert knowledge of counselling and support to refugees planning to return to their countries of origin. In addition, DRC provides information and counselling to local authorities and carries out special repatriation projects.

#### **Development activities in 2010:**

- > Development project on assessment processes in the home country for traumatised refugees
- > Development project on information to elderly refugees and immigrants on counselling and support in connection with repatriation.

#### **DANISH LANGUAGE COURSES**

Lærdansk offers Danish language courses for refugees, immigrants and other foreigners. The courses are flexible and are carried out in day classes as well as in evening classes, and in addition it is possible to attend courses on the Internet (Netdansk). In order to ensure qualified teaching, the teachers at the language centres have a master's degree in Dan-





Photo Lasse Bak Mejlvang

ish second-language teaching of adults. Teachers are ensured access to regular supplementary courses.

#### **Development activities in 2010:**

- > Upgrading of employee skills deploying new technology such as smartboards, intranet access for course participants and joint employee intranet across language centres
- > Preparation of a concept for HR departments in Danish enterprises under the name of Lærdansk Living. The concept aims at attracting and retaining foreign employees through customised programmes targeted at the individual employee and his or her family.

#### **INTEGRATION WORK**

The integration work is based on special expertise in assessment of working capacity, rehabilitation of traumatised refugees, psychosocial assessment, support contact work and music therapy, reception of quota refugees and integration of young unaccompanied refugees.

#### **Development activities in 2010:**

- > Joint concept for employee development, including mentoring scheme for new employees
- > Uniform model for acquisition, implementation and follow-up on cross-disciplinary projects described in the handbooks Project Acquisition Handbook and Project Management Handbook.

#### **TREATMENT OF AND SOCIAL SUPPORT TO TRAUMATISED REFUGEES (REHABILITATION)**

Centre for Vulnerable Refugees is a knowledge centre under DRC that has special knowledge of treatment of and social support to traumatised refugees (rehabilitation). The Centre provides knowledge to professionals who work with vulnerable refugees, organises courses and counselling and advocates the development of methods in the work with vulnerable refugees to improve the conditions for the good integration work.

#### **Development activities in 2010:**

- > Production of the film "Living with traumas". Five refugees tell their stories, describe their flight, traumas and life in Denmark – serving as inspiration and hope for other traumatised refugees
- > Development of methods for improving the situation of refugee children in families with a traumatised relative through knowledge of PTSD in public schools and in special groups for children and their parents.

#### **DRC'S INTEGRATION WORK CARRIED OUT BY VOLUNTEERS**

The integration work for local authorities is combined with the integration work carried out by volunteers. DRC supports and promotes the work of volunteers by offering them courses and individual counselling so that they are prepared to meet the target group and to organise the work.

#### **Development activities in 2010:**

- > Development of special volunteer activities aimed at young people through the establishment of DRC's Youth Network (DFUNK).

#### **DRC'S INTERPRETATION SERVICE**

DRC's Interpretation Service offers interpretation and written translations to and from more than 60 different languages. Focus is on reliability of delivery and the correct role of the interpreter. The interpreters are subject to special quality requirements, including knowledge of among other things the role of the interpreter in the conversation, interpretation techniques, neutrality and professional secrecy. The interpreters are offered courses and supervision on an ongoing basis.

#### **Development activities in 2010:**

- > Increased reliability of delivery of interpretation services via improved administrative efficiency
- > Quality assurance of interpreters via an extended recruitment procedure, including development of a system for language tests.

## ■ SPECIAL RISKS

DRC's activities are always subject to the special conditions applying to international emergency aid and reconstruction work, including the challenges of carrying out activities in areas that lack well-functioning structures and institutions. The administration funds allocated in connection with donated funds are limited, and it is therefore not possible to cover unforeseen expenses, which inevitably arise in relation to the international activities. In the areas where DRC operates, there is a potential risk of expenses due to offences against property. Such expenses will be covered by DRC's own funds.

A special risk is a rapid change in the overall composition of activities, including the total level of activity. This requires flexibility and rapid adjustment and adaptation in relation to contracts, donor terms, personnel and leases.

Political decisions in the refugee and integration area, nationally as well as internationally, may also require flexibility and organisational adjustments.

Due to DRC's significant currency exposure from international activities, the organisation is highly affected by unstable foreign exchange rates and uncertainty regarding banking and transfer conditions in relation to international activities.

Photo DRC



## STATEMENT BY THE MANAGEMENT

The Executive Committee and the Management have today discussed and approved the annual report for the financial year 1 January to 31 December 2010 of the Danish Refugee Council.

The annual report has been prepared in accordance with the provisions of the Danish Financial Statements Act.

It is our opinion that the financial statements give a true and fair view of the organisation's financial position at 31 Decem-

ber 2010 and of the results of the organisation's operations for the financial year 1 January – 31 December 2010.

Further, in our opinion, the Management's review gives a fair review of the development in the organisation's operations and financial matters and the results of the organisation's operations and financial position.

We recommend that the annual report be approved by the Council.

Copenhagen, 27 April 2011



Andreas Kamm  
Secretary General



Anders Maegaard  
Manager Resources & Development

Executive Committee of the Danish Refugee Council



Stig Glent-Madsen  
Chairman



Bent Nicolajsen  
Deputy Chairman



Jan Østergaard Bertelsen



Birgit Buddegård



Bent Lexner



Hans-Henrik Lund



Klaus Løkkegaard

## INDEPENDENT AUDITORS' REPORT

### To the Council of the Danish Refugee Council

We have audited the financial statements of the Danish Refugee Council for the financial year 1 January – 31 December 2010, pp. 28-43. The financial statements comprise accounting policies, income statement, balance sheet and notes. The financial statements are prepared in accordance with the Danish Financial Statements Act.

In addition to our audit, we have read the Management's review which is prepared in accordance with the Danish Financial Statements Act and provided a statement hereon.

### Management's responsibility

Management is responsible for the preparation and presentation of financial statements that give a true and fair view in accordance with the Danish Financial Statements Act. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and presentation of financial statements that give a true and fair view and that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances. Management is also responsible for the preparation of a Management's review that includes a fair review in accordance with the Danish Financial Statements Act.

### Auditors' responsibility and basis of opinion

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Danish Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the organisation's preparation and presentation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organisation's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of

accounting estimates made by Management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion. Our audit has not resulted in any qualification.

### Opinion

In our opinion, the financial statements give a true and fair view of the organisation's financial position at 31 December 2010 and of the results of its operations for the financial year 1 January – 31 December 2010 in accordance with the Danish Financial Statements Act.

### Statement on the Management's review

Pursuant to the Danish Financial Statements Act, we have read the Management's review. We have not performed any further procedures in addition to the audit of the financial statements. On this basis, it is our opinion that the information provided in the Management's review is consistent with the financial statements.

### Report on performance audit

In connection with the financial audit of the financial statements of the Danish Refugee Council for 2010, we have assessed whether sound economic management has been applied to the administration of public funds.

### Management's responsibility

Management is responsible for the establishment of guidelines and procedures that ensure that sound economic management has been applied to the administration of public funds.

### Auditors' responsibility and basis of opinion

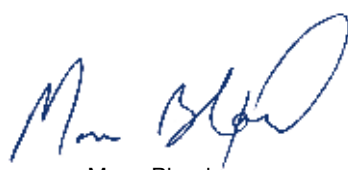
In accordance with good public auditing practice, cf. section 3 of the Danish Auditor General's Act, for selected areas, we have examined whether the Danish Refugee Council has established business procedures that support that sound economic management has been applied to the administration of public funds. We conducted our work in order to obtain limited assurance that sound economic management has been applied to the administration in the selected areas.

### Opinion

Based on our performance audit, nothing has come to our attention that causes us to believe that sound economic management has not been applied to the administration of public funds in 2010 in the areas examined by us.

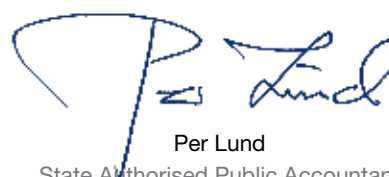
Copenhagen, 27 April 2011

KPMG | Statsautoriseret Revisionspartnerselskab



Mona Blønd

State Authorised Public Accountant



Per Lund

State Authorised Public Accountant

## ACCOUNTING POLICIES

### GENERAL

The annual report of the Danish Refugee Council for 2010 has been prepared in accordance with the provisions applying to reporting class A enterprises under the Danish Financial Statements Act. In certain respects, the financial information exceeds the minimum disclosure requirements for reporting class A enterprises.

Terms and classifications have been adjusted to the general provisions of the Danish Financial Statements Act, taking into account the special structure of the organisation.

The accounting policies are consistent with those applied last year except for the following changes:

- > Donations from private foundations are treated as donated funds and are thus recognised as income when used and not when received. The change has a negative earnings impact of DKK 3.7 million. The figures for 2009 have not been restated.
- > Government budget appropriations are treated as donated funds and are thus recognised as income when used and not when received. The change has an earnings impact of DKK 0.3 million. The figures for 2009 have not been restated.
- > Government budget appropriations have been reclassified from available equity to receivables and other payables, respectively. The change has no earnings impact.
- > Earmarked collected funds have been reclassified from available equity to tied-up equity. The change has no earnings impact.

### INCOME STATEMENT

Collected funds are recognised as income when received and recognised as expense when allocated, provided that the projects are in progress. Costs concerning planned national collection campaigns are recognised in the collection year. For donations from private foundations, see donated funds.

Own funds comprise income from school-related activities that are recognised on a continuing basis and sale of counselling services and interpretation hours that are recognised when invoiced.

Donated funds and donations from private foundations are recognised as income when used. Any additional costs relating to projects are covered as funds used under other own funds. Income and expenses for the year concerning project

assistance will always be equal in size.

Government budget appropriations are recognised as income when used. Income and expenses for the year will always be equal in size.

Financial income and expense comprise interest, foreign exchange gains and losses and capital gains and losses on securities.

Financial income and expense are included in the main categories of the income statement.

### Foreign currency translation

Transactions denominated in foreign currencies are translated using the average monthly exchange rates fixed by Danmarks Nationalbank (the Danish central bank) the previous month. For currencies not comprised by the rates fixed by Danmarks Nationalbank, the monthly rates fixed by the EU are used. Only donors that have project-specific requirements in respect of exchange rates are exempted from this policy.

### BALANCE SHEET

#### Property, plant and equipment

Land and buildings, fixtures and fittings and equipment are measured at cost less accumulated depreciation. Land is not depreciated. Cost comprises the purchase price and any costs directly attributable to the acquisition until the date when the asset is available for use.

Depreciation is provided according to the straight-line method, based on the following expected useful lives:

- > Cars 2-4 years
- > Fixtures and fittings 2-4 years
- > IT 3 years
- > Buildings 50 years, depreciated at expected scrap value.

Depreciation is recognised in the income statement under own funds. Acquisitions with a cost of less than DKK 50,000 are recognised in the year of acquisition.

Property, plant and equipment are written down to their recoverable amount if this is lower than the carrying amount.

Gains and losses on the disposal of property, plant and equipment are calculated as the difference between the selling price less selling costs and the carrying amount at the date of disposal. Gains or losses are recognised in the income statement.





Photo DRC

#### **Donated funds**

Donated funds received before the time of use are recognised in the balance sheet as payables. Donated funds used which have not been received at the time of use are recognised as receivables.

#### **Receivables**

Trade receivables are measured at amortised cost. Write-down is made for bad debt losses according to an individual assessment.

#### **Cash at bank and in hand**

Cash at bank and in hand comprises cash and bank deposits in Denmark.

#### **Prepayments and deferred income**

Prepayments comprise costs paid concerning subsequent financial years. Deferred income comprises payments received concerning income in subsequent financial years.

#### **Provisions**

Provisions comprise anticipated costs in connection with winding up activities. Provisions are recognised when, as a result of past events, the organisation has a legal or a con-

structive obligation and it is probable that there may be an outflow of resources embodying economic benefits to settle the obligation. Provisions are measured at net realisable value.

#### **Other liabilities**

Other liabilities are measured at net realisable value.

#### **OTHER**

The number of students at “Lærdansk” courses is determined on the basis of data recorded in the migration system Pacer Data.

The number of users of activities carried out by volunteers is determined on the basis of counts made at the location of the individual activities. The number may be subject to some uncertainty.

The number of volunteers is determined on the basis of regular internal registrations.

The number of asylum seekers and others using the counselling services offered is determined on the basis of regular internal registrations.



Photo: Jan Garup

**INCOME STATEMENT FOR THE FINANCIAL YEAR**  
1 JANUARY - 31 DECEMBER

Note		<b>2010</b> DKK'000	<b>2009</b> DKK'000
1	<b>Collected funds</b>		
	Collected funds - income	46,404	46,494
	Collected funds used	39,896	41,596
	<b>Total collected funds</b>	<b>6,508</b>	<b>4,898</b>
2	<b>Own funds</b>		
	Own funds - income	347,611	285,535
	Own funds used	309,593	263,125
	<b>Total own funds</b>	<b>38,018</b>	<b>22,410</b>
3	<b>Donated funds</b>		
	Donated funds - income	731,913	565,595
	Donated funds used	731,913	565,595
	<b>Total donated funds</b>	<b>0</b>	<b>0</b>
4	<b>Activities funded by Government Budget appropriations, etc.</b>		
	Activities funded by Government Budget appropriations, etc. - income	28,673	30,679
	Activities funded by Government Budget appropriations used, etc.	28,673	30,713
	<b>Total Government Budget appropriations, etc.</b>	<b>0</b>	<b>-34</b>
	<b>RESULTS FOR THE YEAR</b>	<b>44,526</b>	<b>27,274</b>
	Total income	1,154,601	928,303
	Total funds used	-1,110,075	-901,029
	<b>Results for the year</b>	<b>44,526</b>	<b>27,274</b>

**The results for the year are transferred to equity as follows:**

Total collected funds	4,300	4,898
Total own funds	15,999	16,410
Total Government Budget appropriations, etc.	-	-34
<b>Total available equity</b>	<b>20,299</b>	<b>21,274</b>
Emergency facility	19,019	4,500
Micro credit facility	1,500	1,500
Commercial demining facility	1,500	-
Earmarked collected funds	2,208	-
<b>Total tied-up equity</b>	<b>24,227</b>	<b>6,000</b>
<b>Total appropriation of results</b>	<b>44,526</b>	<b>27,274</b>



**BALANCE SHEET AT 31 DECEMBER****ASSETS**

Note		<b>2010</b>	<b>2009</b>
		DKK'000	DKK'000
5	<b>Property, plant and equipment</b>		
	Land and buildings	4,500	4,500
	Fixtures and fittings and equipment	2,250	3,383
	<b>Total property, plant and equipment</b>	<b>6,750</b>	<b>7,883</b>
	<b>Total non-current assets</b>	<b>6,750</b>	<b>7,883</b>
	<b>Current assets</b>		
	<b>Receivables</b>		
3	International project aid	154,476	111,094
3	Other project aid	4,973	8,405
4	Government Budget appropriations, etc.	371	-
	Trade receivables	56,880	36,961
	Other receivables	27,617	16,115
	Prepayments	6,096	2,972
	<b>Total receivables</b>	<b>250,413</b>	<b>175,547</b>
6, 10	<b>Cash at bank and in hand</b>	<b>207,795</b>	<b>194,161</b>
	<b>Total current assets</b>	<b>458,208</b>	<b>369,708</b>
	<b>TOTAL ASSETS</b>	<b>464,958</b>	<b>377,591</b>

**BALANCE SHEET AT 31 DECEMBER**  
**EQUITY AND LIABILITIES**

Note	2010 DKK'000	2009 DKK'000
<b>Equity</b>		
	41,703	38,189
	68,731	52,732
	-	621
	<b>110,434</b>	<b>91,542</b>
	23,519	4,500
	3,000	1,500
	1,500	-
	2,994	-
	<b>31,013</b>	<b>6,000</b>
7	<b>141,447</b>	<b>97,542</b>
8	<b>7,984</b>	<b>6,637</b>
<b>Short-term liabilities other than provisions</b>		
	36,022	38,347
3	197,132	163,820
3	5,341	3,243
4	691	-
9	46,434	41,476
	29,907	26,526
	<b>315,527</b>	<b>273,412</b>
	<b>464,958</b>	<b>377,591</b>

Note 10 Financial items

Note 11 Contingent liabilities

Note 12 Wages and salaries

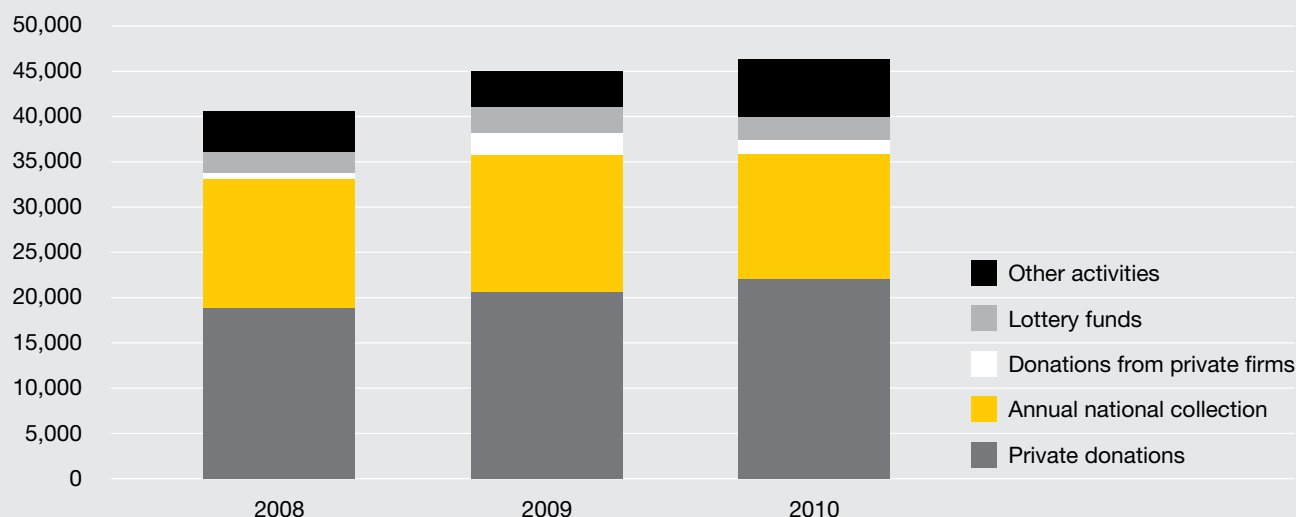
Note 13 Related parties

## NOTE 1

	2010 DKK'000	2009 DKK'000
<b>Collected funds</b>		
Private donations	21,919	20,563
Donations from private firms	1,613	2,422
Donations from foundations	-	1,548
Other events *	6,441	2,800
Annual national collection	13,862	15,161
Lottery funds	2,569	2,850
Other collected funds	-	1,150
<b>Total income **</b>	<b>46,404</b>	<b>46,494</b>
<b>Collected funds used</b>		
Collection-related costs	17,464	16,246
Lottery funds used	2,850	2,462
International project support *	19,462	20,954
Other collected funds	120	1,934
<b>Collected funds used</b>	<b>39,896</b>	<b>41,596</b>
<b>Total collected funds</b>	<b>6,508</b>	<b>4,898</b>
<b>Hereof tied-up funds</b>		
Addition of earmarked collected funds	6,553	7,827
Earmarked collected funds used	4,345	10,339
<b>Total tied-up funds</b>	<b>2,208</b>	<b>-2,512</b>

\* Including funds from the national charity event "Danmarksindsamlingen 2010" of DKK 4,215,158, of which DKK 3,962,248 has been transferred to the project: "Women going back to a normal life" in DR Congo.

\*\* Plus donations from foundations in 2010 totalling DKK 13,870,567.

**Collected Funds, total income 2008-2010, DKK'000**

Note: Donations from foundations are recognised as donated funds from 2010. For comparison reasons, income from 2008 and 2009 has been deducted donations from foundations.

**The national collection**

- > Every year in November, DRC arranges a national collection campaign.
- > The theme of the national collection 2010 was emergency aid.
- > In 2010, the funds collected amounted to DKK 13.9 million.
- > The funds collected have among other things been used to support projects in Pakistan, Yemen and the Dadaab camp in Kenya.

**Other events**

- > In 2010, DRC for the third time participated in the national charity event "Danmarksindsamlingen" arranged by Danmarks Radio.
- > The theme of the charity event was the women of Africa.
- > DRC's share of the funds collected amounted to DKK 4.2 million.
- > The funds collected among other things were used to support projects in DR Congo.
- > Young people from DRC's Youth Network, DFUNK, earned income from collecting returnable bottles and containers at Roskilde Festival. At the same time, DRC received a special donation from The Roskilde Festival Association. The money was donated to the reconstruction work in Myanmar.

- > Activities carried out in cooperation with the local authorities in Viborg under the special project "Refugees of the world – Viborg 2010" made it possible to support refugees in Liberia.

**Private donations**

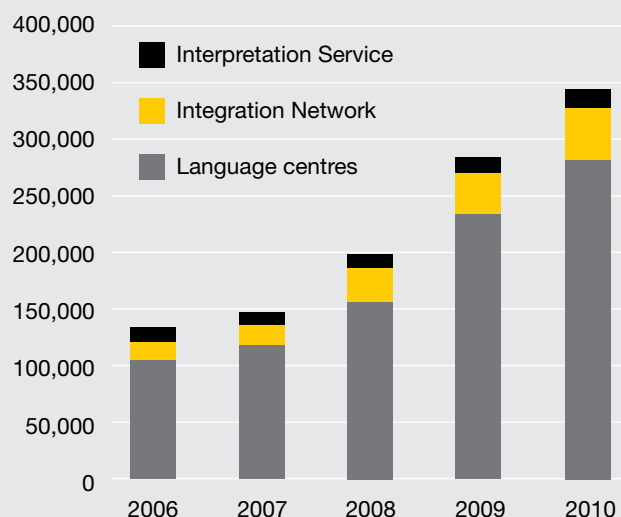
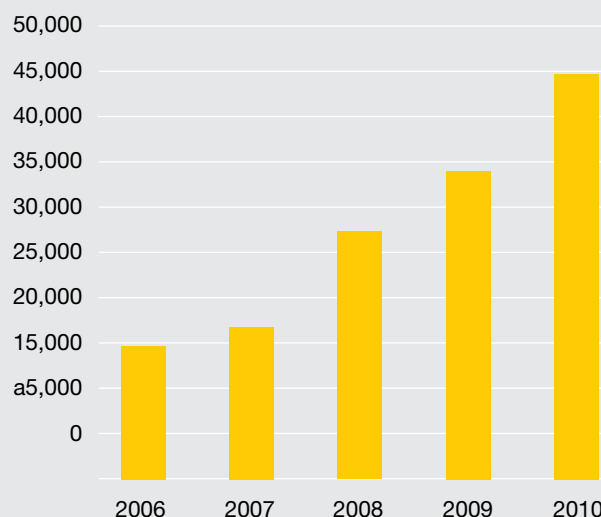
- > Private donations have increased in the period 2007-2010.
- > Almost 34,000 private individuals support DRC through regular monthly donations or donations in connection with collection campaigns.

**Donations from private firms**

- > Income from private firms decreased compared to 2009 when an extraordinary large increase was recorded.

**NOTE 2**

	2010 DKK'000	2009 DKK'000
<b>Own funds</b>		
<b>Integration, language centres not included</b>		
Sale of consulting services	44,826	34,158
Interpretation, etc.	17,452	15,116
<b>Total income</b>	<b>62,278</b>	<b>49,274</b>
Wages and salaries	32,702	27,326
Other external costs	15,505	15,401
<b>Total expenses</b>	<b>48,207</b>	<b>42,727</b>
<b>Total</b>	<b>14,071</b>	<b>6,547</b>
<b>Language centre activities</b>		
Income from local authorities	278,880	230,188
Teaching services sold, etc.	4,061	3,829
Total income	282,941	234,017
Wages and salaries	182,329	156,756
Other external costs, etc.	64,643	53,045
<b>Total expenses</b>	<b>246,972</b>	<b>209,801</b>
<b>Total</b>	<b>35,969</b>	<b>24,216</b>
<b>Facilities</b>		
Emergency facility	1,481	-
Micro credit facility	-	-
Commercial demining facility	-	-
<b>Total expenses</b>	<b>1,481</b>	<b>-</b>
<b>Total</b>	<b>-1,481</b>	<b>-</b>
<b>Other own funds</b>		
Membership fees from member organisations	304	304
Glamsbjerg, leasehold income	316	191
Financial income	1,772	1,749
<b>Total income</b>	<b>2,392</b>	<b>2,244</b>
Property expenses	23	267
Other	12,910	10,330
<b>Total expenses</b>	<b>12,933</b>	<b>10,597</b>
<b>Total</b>	<b>-10,541</b>	<b>-8,353</b>
Own funds - total income	347,611	285,535
Own funds - total expenses	309,593	263,125
<b>Total own funds</b>	<b>38,018</b>	<b>22,410</b>

**Integration, total income, DK'000****Integration Network, DKK'000**

- > Own funds are primarily generated from integration activities:
  - > Lærdansk – language centre activities
  - > Integration Network – sale of counselling services
  - > Interpretation Service – delivery of interpretation services
- > The integration work continued the very positive development. Revenue for 2010 is 2 1/2 times higher than in 2006.
- > From 2009 to 2010, revenue increased by 22 per cent.
- > Results for the year was DKK 50 million, corresponding to an increase of 63 per cent compared to 2009.

**Lærdansk**

- > Lærdansk still accounts for more than 80 per cent of the revenue generated by Integration Network.
- > The entire Lærdansk activities generated revenue of DKK 283 million, corresponding to an increase of 21 per cent compared to 2009.
- > The increase in revenue is attributable to an increase in the number of students of more than 20 per cent at existing language centres.
- > Lærdansk recorded a total result for 2010 of DKK 36 million against DKK 24 million for 2009.
- > The number of students at courses was approximately 13,400 in 2010 against approximately 11,000 in 2009.
- > A total of 17 Lærdansk language centres provide language training in 20 municipalities.

**Sale of counselling services – Integration Network**

- > Integration Network generated an increase in revenue of 31 per cent from 2009 to 2010.
- > The three main areas of Integration Network:
  - > Job and activation
  - > Assessment and rehabilitation
  - > Children and families (psychosocial support)
- > Since 2006, the revenue generated by Integration Network has almost tripled.

**Interpretation Service**

- > Interpretation Service generated an increase in revenue of 15 per cent from 2009 to 2010.
- > Interpretation is provided in more than 60 languages.
- > The most frequently used languages are Arabic, Turkish and Somali.

**NOTE 3**

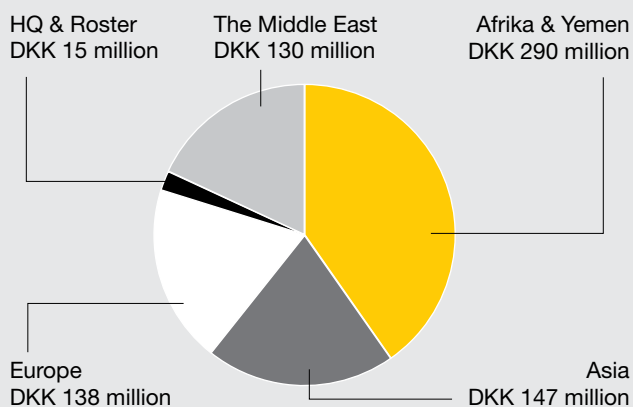
	<b>2010</b>	<b>2009</b>
	DKK'000	DKK'000
<b>Donated funds</b>		
<b>International projects</b>		
Carrying amount at 1 January	52,727	32,210
Grants received for international project aid	716,927	609,238
EU grants used	113,496	101,987
DANIDA grants used	148,290	137,546
UN grants used	210,518	153,693
SIDA grants used	70,141	62,303
US grants used	27,710	15,733
Foundation grants used	4,279	55
Other grants used	145,446	719,880
	82,206	553,523
Net movement, cash/bank	8,226	29,952
Net movement, outlays	-901	-7,866
Funds returned regarding completed projects	4,958	9,629
Net provision for bad debt losses	-5,163	3,483
<b>Carrying amount at 31 December</b>	<b>42,654</b>	<b>52,727</b>
<b>Carrying amount of international projects is distributed in the balance sheet as follows:</b>		
Receivables	154,476	111,094
Payables, grants not used	197,132	163,820
<b>Other project grants and pool funds</b>		
Carrying amount at 1 January	-5,162	-5,767
Grants, projects and pool funds	17,563	12,678
<b>Used, projects and pool funds</b>	<b>12,033</b>	<b>12,072</b>
<b>Carrying amount at 31 December</b>	<b>368</b>	<b>-5,161</b>
<b>Carrying amount of other project grants and pool funds is distributed in the balance sheet as follows:</b>		
Receivables	4,973	8,405
Payables, grants not used	5,341	3,243
<b>Donated funds - income</b>	<b>731,913</b>	<b>565,595</b>
<b>Donated funds - expenses</b>	<b>731,913</b>	<b>565,595</b>

### International projects, DKKm



- > The year saw a continued increase in revenue from international project aid. From 2009 to 2010, revenue increased by 30 per cent
- > For the entire period 2006-2010, revenue increased by 75 per cent
- > International activities accounted for 62 per cent of DRC's total revenue in 2010
- > DDG's revenue amounted to DKK 143 million, corresponding to 20 per cent of the international project aid.

### Breakdown by geography 2010

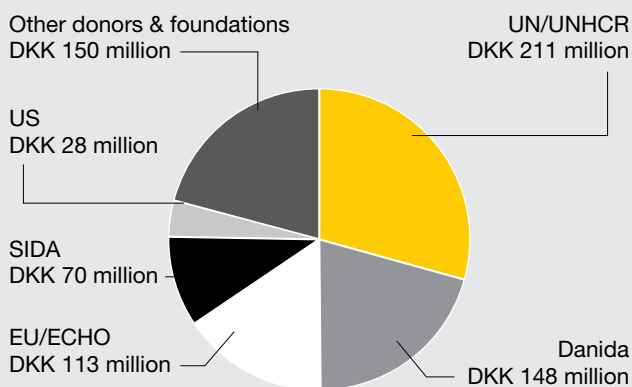


- > Africa represents the main focus area with revenue of DKK 290 million in 2010, corresponding to 40 per cent of total revenue. Humanitarian aid is especially provided to Somalia, Sudan, West Africa, Kenya and the Central African Republic
- > In Asia, most activities were carried out in Afghanistan and Kyrgyzstan with revenues of DKK 57 million and DKK 44 million, respectively.

### Danish Demining Group (DDG)

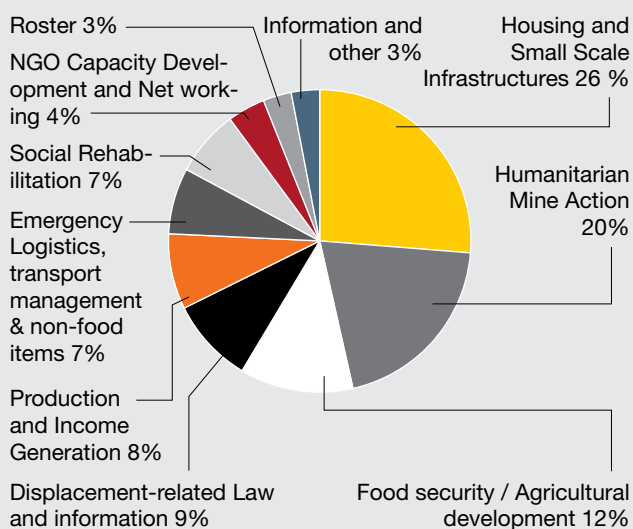
- > DDG's total revenue for 2010 of DKK 143 million represents a significant increase of 46 per cent compared to 2009
- > Asia represents DDG's main focus area with revenue of DKK 76 million, including DKK 55 million in Afghanistan and DKK 21 million in Sri Lanka.

### Donor overview 2010



- > The UN/UNHCR is still DRC's largest donor accounting for 29 per cent of the international project aid in 2010
- > The four largest donors accounted for 75 per cent of DRC's international project aid
- > 2/3 of the US donations was used for demining activities carried out by DDG.

### Breakdown by sector 2010

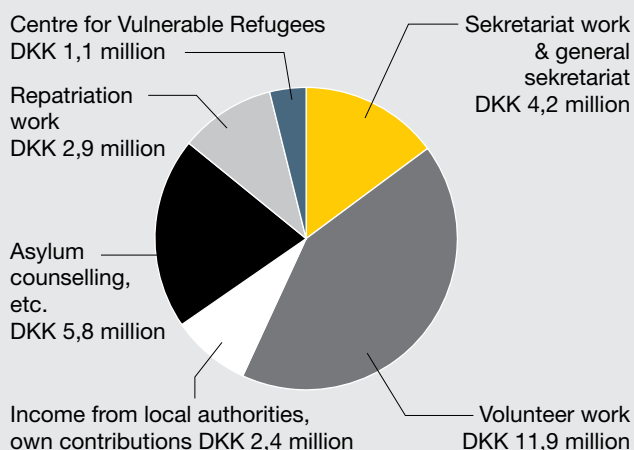




**NOTE 4**

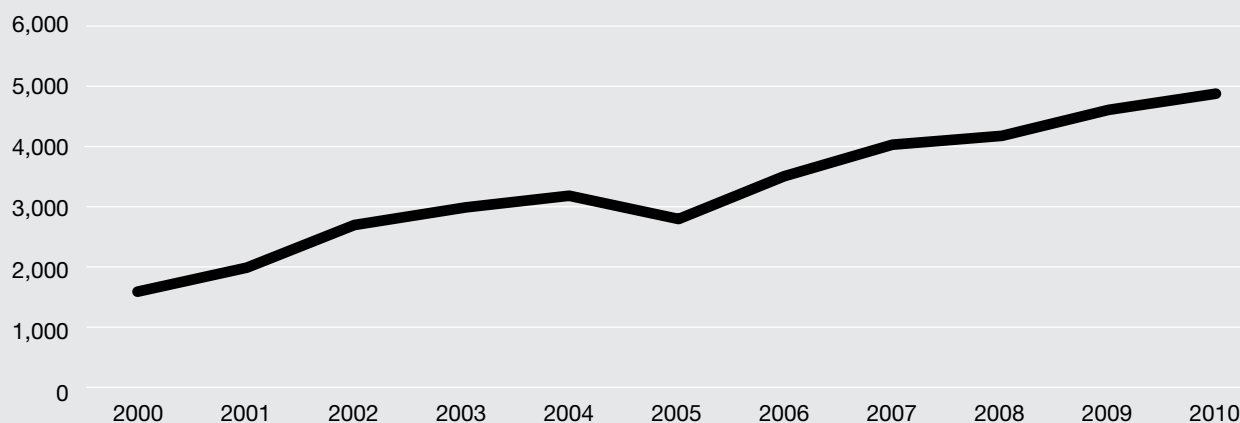
	<b>2010</b>		<b>2009</b>
	<b>Income</b>	<b>Expenses</b>	<b>Results</b>
	DKK'000	DKK'000	DKK'000
<b>Activities funded by Government Budget appropriations, etc.</b>			
Secretariat work and General Secretariat	4,238	4,509	-271
Grants for volunteer work	11,962	11,962	-
Income from local authorities, own contributions, etc.	2,437	2,491	-54
Grants for asylum counselling, documentation, etc.	2,762	2,762	-
Grants for quota work, travel planning, etc.	654	640	14
Grants for the manifestly unfounded procedure	2,370	2,359	11
Repatriation work	2,850	2,850	-
Centre for Vulnerable Refugees	1,100	1,100	-
<b>Total Government Budget appropriations, etc.</b>	<b>28,373</b>	<b>28,673</b>	<b>-300</b>
<b>Carrying amount of Government Budget appropriations, etc., is distributed in the balance sheet as follows:</b>			
Receivables		371	
Payables, grants not used		691	
<b>Government Budget appropriations, etc. - total income</b>		<b>28,673</b>	<b>30,679</b>
<b>Government Budget appropriations, etc. - total expenses</b>		<b>28,673</b>	<b>30,713</b>
<b>Results *</b>		<b>0</b>	<b>-34</b>

\* Government Budget appropriations are in 2010 reclassified from equity to receivables and other payables, respectively.

**Activities funded by government appropriations, etc.**

- > Income from government budget appropriations, etc., totalled DKK 28.4 million in 2010 against DKK 30.7 million in 2009.
- > The activities funded by government budget appropriations are essential for DRC. These activities among others include the integration work carried out by volunteers, asylum-related work and contribution to the DRC's basic structure and resources for providing refugee-related work (secretariat work).
- > The government budget funded activities are included in a performance contract, framework agreements and other agreements under which monthly, quarterly or annual reporting is carried out.

### Number of volunteers



#### Integration work carried out by volunteers

- > The 2010 government budget funds for integration activities carried out by volunteer were reduced by 26 per cent compared to 2009. This has resulted in less activities and fewer people receiving help from volunteers.
- > The integration work carried out by volunteers in 2010 comprised:
  - > homework assistance to children and young people
  - > clubs for girls
  - > association guide for children
  - > contact family schemes
  - > activities for traumatised refugees and their families
- > Homework assistance for children and young people is one of the activities that are deeply rooted in DRC's volunteer activities. In 2010, 2,200 children received homework assistance, and almost 2,000 young people received education support.
- > In 2010, the number of volunteers organised by DRC was estimated at approximately 5,000, which means that the number has tripled since the first registrations of volunteers in 2000.
- > Approximately 14,000 people from ethnic minorities have benefited from one or several of the many activities carried out by volunteers in 2010. This is a reduction of approximately 1,000 compared to 2009.
- > For 2011 and 2012, annual funds of DKK 11 million have been provided for these activities ("satspuljemidler").

#### Asylum counselling, work in relation to the manifestly unfounded procedure and repatriation counselling

- > Asylum counselling, participation in the processing of cases regarding the manifestly unfounded procedure and repatriation counselling involved more than 9,000 people in 2010
- > Asylum counselling is carried out with assistance from interpreters in the form of general counselling at asylum centres followed by individual counselling
- > Asylum seekers may request counselling directly via telephone, email or personally at the headquarters of DRC.
- > In 2010, the funding of repatriation activities was based on an addendum to DRC's contract with the Danish Ministry of Refugee, Immigration and Integration Affairs for 2007-2009. Following a tender, DRC again won the assignment for the period 2011-2013
- > Repatriation counselling comprises individual counselling and collective counselling at meetings with refugee and immigrant groups.

#### Centre for Vulnerable Refugees

- > Centre for Vulnerable Refugees is a knowledge centre that develops methods in the work with vulnerable refugees, enhances the qualifications of professionals and conveys knowledge.
- > Centre for Vulnerable Refugees is funded under a four-year appropriation agreement for the period 2009-2012.
- > 860 people have participated in courses, conferences and workshops arranged by the centre in 2010.

## NOTE 5

DKK'000

Property, plant and equipment	Land and buildings	Cars	Fixtures, fittings and IT
<b>Cost</b>			
Carrying amount at 1 January	7,594	2,316	3,215
Additions	-	295	519
Disposals	-	-	421
<b>Carrying amount at 31 December</b>	<b>7,594</b>	<b>2,611</b>	<b>3,313</b>
<b>Depreciation</b>			
Carrying amount at 1 January	3,094	752	1,396
Depreciation and impairment losses for the year	-	773	1,114
Disposals	-	-	361
<b>Carrying amount at 31 December</b>	<b>3,094</b>	<b>1,525</b>	<b>2,149</b>
<b>Carrying amount at 31 December 2010</b>	<b>4,500</b>	<b>1,086</b>	<b>1,164</b>

The official property valuation at 1 October 2010 in respect of the property in Glamsbjerg is DKK 3,650 thousand,

## NOTE 6

Cash at bank and in hand	2010	2009
Headquarters	163,085	150,033
Lærdansk/language centres	44,710	44,128
<b>Total cash at bank and in hand</b>	<b>207,795</b>	<b>194,161</b>

## NOTE 7

## Equity

Available equity	Collected funds*	Own funds	Government Budget appropriations, etc,**	
Balance at 1 January	38,189	52,732	621	
Results for the year	4,300	15,999	-	
Reclassification	-786	-	-621	
<b>Balance at 31 December</b>	<b>41,703</b>	<b>68,731</b>	<b>0</b>	
Tied-up equity	Micro credit facility	Emergency facility	Commercial demining facility	Earmarked funds
Balance at 1 January	1,500	4,500	-	-
Transferred	1,500	20,500	1,500	6,553
Used	-	1,481	-	4,345
Reclassified	-	-	-	786
<b>Balance at 31 December</b>	<b>3,000</b>	<b>23,519</b>	<b>1,500</b>	<b>2,994</b>
Total equity	Total available equity	Total tied-up equity	Total equity	
Balance at 1 January	91,542	6,000	97,542	
Results for the year/net transfer	20,299	24,227	44,526	
Reclassification	-1,407	786	-621	
<b>Balance at 31 December</b>	<b>110,434</b>	<b>31,013</b>	<b>141,447</b>	

\* Earmarked funds have been reclassified from available equity to tied-up equity.

\*\* Government Budget appropriations have been reclassified from equity to receivables and other payables, respective

<b>NOTE 8</b>	DKK'000	
<b>Provisions</b>	<b>2010</b>	<b>2009</b>
Termination liabilities, etc.	2,682	950
International projects	4,874	5,116
Other	428	571
<b>Total provisions</b>	<b>7,984</b>	<b>6,637</b>

**NOTE 9**

<b>Other payables</b>		
Holiday allowances	40,575	35,396
Special purposes and annual national collection, granted in 2010, but not used	1,870	3,235
Other	3,989	2,845
<b>Total other payables</b>	<b>46,434</b>	<b>41,476</b>

**NOTE 10**

<b>Financial items</b>		
Capital gain, securities	-	172
Interest, banks	534	1,899
Interest, projects	156	-
Capital gains and other interest income	407	-
<b>Total financial income</b>	<b>1,097</b>	<b>2,071</b>
Interest, creditors	40	20
Interest, projects	-	83
Capital loss and other interest expenses	-	566
<b>Total financial expenses</b>	<b>40</b>	<b>669</b>
<b>Net financial items</b>	<b>1,057</b>	<b>1,402</b>

**NOTE 11****Contingent liabilities**

Operating leases for copiers and drink dispensers expiring in 2011-2013 amount to DKK 1,556 million over the lease term. Guarantee obligations amount to DKK 41,341 million, of which DKK 20,132 million has been provided as security for guarantees issued.

**NOTE 12**

<b>Wage and salary costs</b>	<b>2010</b>	<b>2009</b>
Wages and salaries	150,173	138,323
Expat supplements	10,403	9,890
Wages, local project staff abroad	124,432	91,009
Salaries, Lærdansk/language centres	157,523	142,099
Adjustment of holiday allowance reserve	5,116	5,301
<b>Total wages and salaries</b>	<b>447,647</b>	<b>386,622</b>
Pensions	35,937	22,903
Social security costs	3,006	1,969
<b>Total</b>	<b>486,590</b>	<b>411,494</b>
The average number of employees in Denmark and expats is	746	720
The average number of local staff abroad is	3,500	3,000

**NOTE 13****Related parties**

The Danish Refugee Council is a confederation of a number of non-partisan, voluntary, nation-wide, humanitarian and international organisations. Related parties are the Executive Committee and the Organisational Management. The Organisational Management receives normal remuneration. The Executive Committee receives no remuneration.

## ■ DETAILS OF THE ORGANISATION

Name:	>	<b>The Danish Refugee Council</b>
Address:	>	<b>Borgergade 10, DK-1300 Copenhagen K.</b>
Telephone:	>	<b>+45 3373 5000</b>
Fax:	>	<b>+45 3332 8448</b>
Website:	>	<b>www.drc.dk</b>
E-mail:	>	<b>drc@drc.dk</b>
Registration no.:	>	<b>20699310</b>
Founded:	>	<b>1956</b>
Registered office:	>	<b>Copenhagen</b>
Executive Committee:	>	<b>Stig Glent-Madsen (Chairman)</b>
	>	<b>Bent Nicolajsen (Deputy Chairman)</b>
	>	<b>Jan Østergaard Bertelsen</b>
	>	<b>Birgit Buddegård</b>
	>	<b>Bent Lexner</b>
	>	<b>Hans-Henrik Lund</b>
	>	<b>Klaus Løkkegaard</b>
General management:	>	<b>Andreas Kamm, Secretary General</b>
	>	<b>Anders Maegaard, Manager Resources &amp; Development</b>
	>	<b>Eva Singer, Head of Asylum &amp; Repatriation</b>
	>	<b>Anette Cristoffersen, Head of Integration Department</b>
	>	<b>Ann Mary Olsen, Head of International Department</b>
Protector:	>	<b>Her Royal Highness Crown Princess Mary of Denmark</b>
Auditors:	>	<b>KPMG, Borups Allé 177, P.O. Box 250, DK-2000 Frederiksberg</b>
Council meeting:	>	<b>The annual council meeting is held on 26 May 2011.</b>